

## Goal: HUMAN AND FAMILY DEVELOPMENT

### Desired Community Condition(s)

Senior citizens live and function in optimal environments.

### Program Strategy: SENIOR SOCIAL SERVICES

32502

Provide intervention services that support seniors, primarily frail low income elders with living assistance.

Department: SENIOR AFFAIRS

#### Service Activities

Transportation for Seniors

In-Home Services

Senior Center Support Services

Information

#### Strategy Purpose and Description

Mission: Provide services and activities that will support older, frail, and/or low-income seniors to live comfortably and remain at home.

Services: Case Management, Senior Information, transportation, home repair, home retrofit, home chores, and home delivered meals.

Primary Customers: Services activities help older, frail, disabled, low income, and/or minority elders who are no longer capable of performing all their activities of daily living without assistance.

Current State: Clients of in-home services are frail elders and their care givers. All other services are provided to seniors, care givers, and the community at large.

Conditions Being Addressed: Senior citizens living in a home environment functioning at an optimal level.

#### Changes and Key Initiatives

Changes: Strategy has been renamed from prior year to better reflect the function these programs perform in the community. These services are truly social services provided to seniors in Albuquerque and Bernalillo County.

Key Initiatives: Updated version of the federally mandated standardized reporting system called NAPIS, which requires registration of all clients served and maintenance of computer records on services provided

Collaborative initiative with City Transit regarding the DSA Transportation program.

La Amistad mealsite will be opened in FY05.

#### Priority Objectives

##### Input Measure (\$000's)

|      |     |                           |       |
|------|-----|---------------------------|-------|
| 2001 | 110 | 110 GENERAL FUND          | 277   |
| 2001 | 265 | 265 OPERATING GRANTS FUND | 2,907 |
| 2002 | 110 | 110 GENERAL FUND          | 277   |
| 2002 | 265 | 265 OPERATING GRANTS FUND | 2,893 |
| 2003 | 110 | 110 GENERAL FUND          | 76    |
| 2003 | 265 | 265 OPERATING GRANTS FUND | 2,187 |
| 2004 | 110 | 110 GENERAL FUND          | 105   |
| 2004 | 265 | 265 OPERATING GRANTS FUND | 2,735 |
| 2005 | 110 | 110 GENERAL FUND          | 118   |

2005      265      265 OPERATING GRANTS FUND      2,742

| Strategy Outcome   | Measure  | Year | Project   | Mid Year | Actual | Notes  |
|--|--|------|-----------|----------|--------|--|
| Senior citizens living in a home environment functioning at an optimal level as a result of providing transportation, information & assistance, day care, and in-home services for frail elderly | <i>Customer satisfaction survey is being developed</i> | 2001 |           |          |        | not yet available  |
|  |  | 2002 |           |          |        | not yet available  |
|  |  | 2003 | See Notes |          |        | Customer satisfaction survey completed for transportation, day care, information & assistance, and in-home services. Overwhelmingly, respondents felt happier, felt they were more connected to their community, remained independent, and had safer more livable homes as a result of DSA programs. |
| Senior citizens living in a home environment functioning at an optimal level as a result of providing transportation, information & assistance, and in-home services for frail elderly           |  | 2004 | See Notes |          |        |  |
|  |  | 2005 | See Notes |          |        |  |

**Goal:** HUMAN AND FAMILY DEVELOPMENT

**Parent Program Strategy:** SENIOR SOCIAL SERVICES

**Department:** SENIOR AFFAIRS

**Service Activity:** Transportation for Seniors

3233000

***Service Activity Purpose and Description***

Services: Provide door-to-door transportation to service delivery sites, medical facilities, government facilities, and DSA sponsored events.

Primary Customers: Clients are people over the age of 60 who do not drive or have access to other means of transportation.

Current State: Many clients would be homebound and lack socialization without this service.

Conditions Being Addressed: Senior citizens living in a home environment functioning at an optimal level.

***Changes and Key Initiatives***

Changes: No changes

Key Initiatives: Repositioned Senior Assisted Transportation program from Case Management to Itinerant Transportation services management.

***Input Measure (\$000's)***

|      |     |                           |     |
|------|-----|---------------------------|-----|
| 2002 | 110 | 110 GENERAL FUND          | 164 |
| 2002 | 265 | 265 OPERATING GRANTS FUND | 615 |
| 2003 | 265 | 265 OPERATING GRANTS FUND | 659 |
| 2004 | 265 | 265 OPERATING GRANTS FUND | 609 |
| 2005 | 265 | 265 OPERATING GRANTS FUND | 600 |

***Strategic Accomplishments***

None

| <i>Output Measures</i> | <i>Year</i> | <i>Projected</i> | <i>Mid-Year</i> | <i>Actual</i> | <i>Notes</i> |
|------------------------|-------------|------------------|-----------------|---------------|--------------|
| One way trips provided | 2002        | 138,146          | 54,906          | 103,095       |              |
| One way trips provided | 2003        | 111,000          |                 | 81979         |              |
|                        | 2004        | 111,000          | 39110           | 79626         |              |
|                        | 2005        | 111,000          |                 |               |              |

| <i>Output Measures</i>                                     | <i>Year</i> | <i>Projected</i> | <i>Mid-Year</i> | <i>Actual</i> | <i>Notes</i> |
|--|-------------|------------------|-----------------|---------------|--------------|
| Senior Assisted Transportation (SAT)\ unduplicated clients | 2001        |                  |                 | 161           |              |

| <i>Output Measures</i>      | <i>Year</i> | <i>Projected</i> | <i>Mid-Year</i> | <i>Actual</i> | <i>Notes</i> |
|-----------------------------|-------------|------------------|-----------------|---------------|--------------|
| Unduplicated seniors served | 2001        |                  |                 | 578           |              |
| Unduplicated seniors served | 2002        | 585              | 380             | 511           |              |
| Unduplicated seniors served | 2003        | 585              |                 | 639           |              |

|      |     |     |     |
|------|-----|-----|-----|
| 2004 | 585 | 435 | 575 |
| 2005 | 585 |     |     |

| <b>Quality Measures</b> | <b>Year</b> | <b>Projected</b> | <b>Mid-Year</b> | <b>Actual</b> | <b>Notes</b>  |
|-------------------------|-------------|------------------|-----------------|---------------|---|
| Customer Satisfaction   | 2001        |                  |                 |               |   |
|                         | 2002        | Survey           |                 |               | As a result of the Senior Transportation Program: 1) 91% of senior respondents are happier.<br>2) 81% of senior respondents remain independent.<br>3) 82% of senior respondents feel more connected with their community. |
|                         | 2003        | See Notes        |                 |               | Customer satisfaction survey conducted in 2002. Customers very satisfied with service and staff. Will repeat in 2004.   |
|                         | 2004        | See Notes        |                 |               | Customer satisfaction survey conducted in 2002. Customers very satisfied with service and staff. Will repeat in 2004.   |
|                         | 2005        | See Notes        |                 |               |   |

**Goal:** HUMAN AND FAMILY DEVELOPMENT

**Parent Program Strategy:** SENIOR SOCIAL SERVICES

**Department:** SENIOR AFFAIRS

**Service Activity:** In-Home Services

3234000

***Service Activity Purpose and Description***

Services: Case Management provides in-home assessment and connection with needed services, plus follow-up and crisis management

Home Delivered Meals provide lunches five days a week and frozen meals for weekends if requested. Home Chores include non-routine yard work, painting, weatherization and other minor tasks. Home Repair and Retrofit make homes safe and livable through plumbing repairs, wheelchair ramps, grabbars, window and door repairs, and other jobs.

Primary Customers: Clients are 60+ and needy and unable to accomplish the above tasks themselves. Retrofit serves people with disabilities of all ages within City limits.

Conditions Being Addressed: Senior citizens living in a home environment functioning at an optimal level.

***Changes and Key Initiatives***

Changes: No changes

Key Initiatives: Research was conducted to apply for the Disabled and Elderly Waiver program to receive Medicaid payments for care coordination and home chores. The decision was made not to apply for the D & E waiver because the benefits did not justify the significant increase in workload and amount of paperwork required.

***Input Measure (\$000's)***

|      |     |                           |       |
|------|-----|---------------------------|-------|
| 2002 | 110 | 110 GENERAL FUND          | 113   |
| 2002 | 265 | 265 OPERATING GRANTS FUND | 1,517 |
| 2003 | 110 | 110 GENERAL FUND          | 23    |
| 2003 | 265 | 265 OPERATING GRANTS FUND | 1,320 |
| 2004 | 110 | 110 GENERAL FUND          | 35    |
| 2004 | 265 | 265 OPERATING GRANTS FUND | 1,903 |
| 2005 | 110 | 110 GENERAL FUND          | 35    |
| 2005 | 265 | 265 OPERATING GRANTS FUND | 1,922 |

***Strategic Accomplishments***

None

| <i>Output Measures</i> | <i>Year</i> | <i>Projected</i> | <i>Mid-Year</i> | <i>Actual</i> | <i>Notes</i> |
|------------------------|-------------|------------------|-----------------|---------------|--------------|
| Home Delivered Meals   | 2001        |                  |                 | 232,000       |              |
|                        | 2002        | 225,000          | 125,888         | 226,776       |              |
| Home Delivered Meals   |             |                  |                 |               |              |
| Home Delivered Meals   | 2003        | 240,000          |                 | 224,790       |              |
|                        | 2004        | 240,000          | 101,975         | 205,227       |              |
|                        | 2005        | 240,000          |                 |               |              |

| <i>Output Measures</i>              | <i>Year</i> | <i>Projected</i> | <i>Mid-Year</i> | <i>Actual</i> | <i>Notes</i> |
|-------------------------------------|-------------|------------------|-----------------|---------------|--------------|
| Hours of Service in Case Management | 2001        |                  |                 | 7,558         |              |

|                                     |      |       |       |       |
|-------------------------------------|------|-------|-------|-------|
| Hours of Service in Case Management | 2002 | 9,314 | 3,720 | 9,925 |
| Hours of Service in Case Management | 2003 | 9,300 |       | 9374  |
|                                     | 2004 | 9,700 | 4,424 | 9,121 |
|                                     | 2005 | 9,700 |       |       |

| <b>Output Measures</b>            | <b>Year</b> | <b>Projected</b> | <b>Mid-Year</b> | <b>Actual</b> | <b>Notes</b> |
|-----------------------------------|-------------|------------------|-----------------|---------------|--------------|
| Hours of Service in Home Services | 2001        |                  |                 | 29,0000       |              |
|                                   | 2002        | 14,029           | 10,876          | 22,467        |              |
| Hours of Service in Home Services | 2003        | 17,685           |                 | 24067         |              |
|                                   | 2004        | 23,000           | 13308           | 24,492        |              |
|                                   | 2005        | 23,000           |                 |               |              |

| <b>Output Measures</b>                       | <b>Year</b> | <b>Projected</b> | <b>Mid-Year</b> | <b>Actual</b> | <b>Notes</b> |
|--|-------------|------------------|-----------------|---------------|--------------|
| Unduplicated frail clients (Case Management) | 2001        |                  |                 | 2,200         |              |
|  | 2002        | 2,300            | 1,893           | 2,954         |              |
| Unduplicated frail clients (Case Management) | 2003        | 2,500            |                 | 2839          |              |
|  | 2004        | 2,500            | 2491            | 2,935         |              |
|  | 2005        | 2,800            |                 |               |              |

| <b>Output Measures</b>                            | <b>Year</b> | <b>Projected</b> | <b>Mid-Year</b> | <b>Actual</b> | <b>Notes</b> |
|---|-------------|------------------|-----------------|---------------|--------------|
| Unduplicated frail clients (Home Delivered Meals) | 2001        |                  |                 | 1,344         |              |
|   | 2002        | 1,200            | 1,209           | 1,422         |              |
| Unduplicated frail clients (Home Delivered Meals) | 2003        | 1,300            |                 | 1368          |              |
|   | 2004        | 1,300            | 977             | 1205          |              |
|   | 2005        | 1,300            |                 |               |              |

| <b>Output Measures</b>                     | <b>Year</b> | <b>Projected</b> | <b>Mid-Year</b> | <b>Actual</b> | <b>Notes</b> |
|--|-------------|------------------|-----------------|---------------|--------------|
| Unduplicated frail clients (Home Services) | 2001        |                  |                 | 2,019         |              |
|  | 2002        | 2,024            | 1,226           | 2,305         |              |
| Unduplicated frail clients (Home Services) | 2003        | 2,100            |                 | 1925          |              |
|  | 2004        | 2150             | 1205            | 2,001         |              |
|  | 2005        | 2,150            |                 |               |              |

| <b>Quality Measures</b> | <b>Year</b> | <b>Projected</b> | <b>Mid-Year</b> | <b>Actual</b> | <b>Notes</b>  |
|-------------------------|-------------|------------------|-----------------|---------------|---|
| Customer Satisfaction   | 2001        |                  |                 |               |   |
|                         | 2002        | Survey           |                 |               | <p>1) 75% of senior respondents are happier as a result of their involvement with the Case Management Program.</p> <p>2) 44% of senior respondents agree or strongly agree that with out DSA Case Management, they would be institutionalized.</p> <p>3) 53% feel more connected with their community because of the assistance they receive.</p> <p>4) 97% of senior respondents feel their home is safer as a result of the Home Repair/Retrofit/Chores services .</p> <p>5) 97% of senior respondents are happier as a result of the Home Repair/Retrofit/Chores services.</p> <p>6) 59% of senior respondents feel they could not stay in their home if it were not for the Home Repair/Retrofit/Chores services.</p> |
|                         | 2003        | See Notes        |                 |               | Customer satisfaction survey conducted in 2002. Satisfaction levels very high. Will repeat in 2004.   |
|                         | 2004        | See Notes        |                 |               | Customer satisfaction survey conducted in 2002. Satisfaction levels very high. Will repeat in 2004.   |
|                         | 2005        | See Notes        |                 |               |   |

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**Goal:** HUMAN AND FAMILY DEVELOPMENT

**Parent Program Strategy:** SENIOR SOCIAL SERVICES

**Department:** SENIOR AFFAIRS

**Service Activity:** Senior Center Support Services

3237000

***Service Activity Purpose and Description***

Provide support to Senior Centers.

***Changes and Key Initiatives***

***Input Measure (\$000's)***

|      |     |                  |    |
|------|-----|------------------|----|
| 2003 | 110 | 110 GENERAL FUND | 53 |
| 2004 | 110 | 110 GENERAL FUND | 70 |
| 2005 | 110 | 110 GENERAL FUND | 83 |

***Strategic Accomplishments***



**Goal:** **HUMAN AND FAMILY DEVELOPMENT**

**Parent Program Strategy:** SENIOR SOCIAL SERVICES

**Department:** **SENIOR AFFAIRS**

**Service Activity: Information**

**3270400**

***Service Activity Purpose and Description***

Services: Provide current information about community resources, link people with services, and provide follow-up as practicable.

Primary Customers: Clients are seniors, their caregivers, other service providers, and the community at large.

Current State: Clients are in need of information and/or services. They range from healthy and active to frail and homebound.

Conditions Being Addressed: Residents feel a part of their community and are actively involved.

***Changes and Key Initiatives***

Changes: This service activity is not effectively measured by an unduplicated client count. If all unknown clients (callers for whom we do not take a name) are counted as one aggregate unduplicated client, we are undercounting. If all unknown clients are counted as separate unduplicated clients, then we are over counting because some of them may have called us before. The measurement of units of service or # of calls is the most effective measurement for this activity.

***Input Measure (\$000's)***

|      |     |                           |     |
|------|-----|---------------------------|-----|
| 2002 | 265 | 265 OPERATING GRANTS FUND | 265 |
| 2003 | 265 | 265 OPERATING GRANTS FUND | 208 |
| 2004 | 265 | 265 OPERATING GRANTS FUND | 223 |
| 2005 | 265 | 265 OPERATING GRANTS FUND | 220 |

***Strategic Accomplishments***

Collaboration with the N.M. Aging and Long Term Services Department to develop and implement a statewide information and referral system. Work with City 311 Call Center to assure that seniors continue to receive accurate and timely referrals and information.

| <b><i>Output Measures</i></b> | <b><i>Year</i></b> | <b><i>Projected</i></b> | <b><i>Mid-Year</i></b> | <b><i>Actual</i></b> | <b><i>Notes</i></b> |
|-------------------------------|--------------------|-------------------------|------------------------|----------------------|---------------------|
| # of unduplicated clients     | 2001               |                         |                        | 12,536               |                     |
|                               | 2002               | 8,200                   | 6,921                  | 14,870               |                     |
| # of unduplicated clients     |                    |                         |                        |                      |                     |
| # of unduplicated clients     | 2003               | 8,200                   |                        | 22149                |                     |
|                               | 2004               | 18,000                  | 12,784                 | 28,675               |                     |
|                               | 2005               | 20,000                  |                        |                      |                     |

| <b><i>Output Measures</i></b> | <b><i>Year</i></b> | <b><i>Projected</i></b> | <b><i>Mid-Year</i></b> | <b><i>Actual</i></b> | <b><i>Notes</i></b> |
|-------------------------------|--------------------|-------------------------|------------------------|----------------------|---------------------|
| Units of Service - # of calls | 2001               |                         |                        | 17,223               |                     |
|                               | 2002               | 19,537                  | 8,359                  | 17,999               |                     |
| Units of Service - # of calls |                    |                         |                        |                      |                     |
| Units of Service - # of calls | 2003               | 19,000                  |                        | 29572                |                     |
|                               | 2004               | 25,000                  | 15012                  | 34,824               |                     |
|                               | 2005               | 28,000                  |                        |                      |                     |

| <i><b>Quality Measures</b></i> | <i><b>Year</b></i> | <i><b>Projected</b></i> | <i><b>Mid-Year</b></i> | <i><b>Actual</b></i> | <i><b>Notes</b></i>                                |
|--------------------------------|--------------------|-------------------------|------------------------|----------------------|--|
| Customer Satisfaction          | 2001               |                         |                        |                      |  |
|                                | 2002               | Survey                  |                        |                      | Survey sample too small.<br>Results not tabulated. |
|                                | 2003               | NA                      |                        |                      |  |
|                                | 2004               | NA                      |                        |                      |  |
|                                | 2005               | NA                      |                        |                      |  |